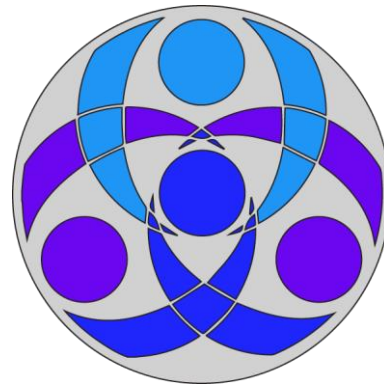


Milieu Children & Family Services

Residential Services Annual General Report

Community Housing and Shelters



April 2014 - March 2015

Residential Services Program Overview

Watson Program

Focus: Urgent care of youth who display high-risk street involvement

Details: 5 bed co-ed residence in Vancouver

Target Population: youth age 13 to 18 years

Intake: 24 hour emergency admissions through MCFD

Time Duration: Short-term, flexible

Staffing: Residential Care Workers (2 per shift)

Watson House provides an opportunity to 'interrupt' a youth's street life activity and to assess the youth's immediate needs or intentions. Youth referred to the program are usually well known to the child welfare system and street level services. Immediate concerns focus on the youth's health and safety, but, where appropriate, rapid assessment is available to identify mental health issues and assist with planning.

Fremlin Program

Focus: Stabilization of youth 'first time in care' or from placement breakdown with intensive assessment and planning services

Details: 5 bed co-ed residence in Vancouver

Target Population: youth age 13 to 18 years

Intake: 24 hour emergency admissions through VACFSS

Time Duration: Short-term, flexible

Staffing: Residential Care Workers (2 per shift)

Fremlin is a short term residential service that primarily addresses the needs of system breakdown youth or those 'first time in care' where rapid assessment and planning is required to return youth home or to identify appropriate services or placements. The program provides urgent care with an undefined time limit, is moderately structured, and provides recreational and educational support for the youth in residence.

Residential Services Demographics

Watson Program

Gender	18 Females, 13 Males
Ethnicity	5 Aboriginal , 15 Caucasian , 3 Indo Canadian, Philipino-Canadian 3 and Hispanic 3
Age	1 at 13yrs; 3 at 14 yrs; 2 at 15 years; 6 at 16 yrs; 6 at 17 yrs 10 at 18 years,
Specific Diagnosis	2 Psychotic / 2 Substance abuse and Conduct disorder / 3 ADD / 1 Querying bipolar disorder / 2 Autistic Disorder/ 2 Anxiety/ 2 Depression / 2 Oppositional Defiant Disorder/ 1 FASD / 1 Psychotic, and Conduct disorder / 1 ADHD / 1 Intermittent Explosive Disorde / 1 Obsessive Compulsive Disorder and Tourette / 1 Memory problems.

Fremlin Program

Gender	7 Females, 6 Males
Ethnicity	9 Aboriginal , Caucasian 3 ,Afro-Canadian 1
Age	1 at 14 yrs; 2 at 15 years; 1 at 16 yrs; 3 at 17 yrs 6 at 18 years,
Specific Diagnosis	6 Fetal Alcohol Spectrum Disorder (FASD); 1 Post Traumatic Stress Disorder; 2 Oppositional Defiant Disorder; 1 Conduct Disorder; 3 Anxiety Disorder; 2 Attention Deficit Hyperactivity Disorder, Autism 1, Schizophrenia 1, Reactive Attachment disorder 3 ; Depression 1

Community Housing and Shelters Outcomes Data Results

Outcome	Indicator	Who Applied To	Target	Data Source	Results	Target achieved
<u>Satisfaction:</u> Redevelop the youth incentive program to promote person centeredness as well as empower youth's independence	This will be indicated when new guidelines have been established and a higher percentage of satisfaction is reported through surveys	Individuals Served	75%	Written guidelines Satisfaction Survey	87 %	Yes
<u>Effectiveness:</u> Create Agency guidelines addressing on going issues in the homes to promote consistency and clear protocol	This will be indicated when 5 new guidelines have been created, and implemented	Employees	75%	Guidelines, policies and procedures	100% Exceeded goal	Yes
<u>Efficiency:</u> To re-evaluate and decreased the overall amount of internal and external reporting on individuals served	Percentage staff reporting on surveys they saw a decrease of paperwork	Staff	75%	Staff surveys	0%	No
<u>Accessibility:</u> Provide a more ground level therapeutic approach to individuals served by Clinical Team	This will be indicated when percentage of youth as discussed in depth with management and clinical team on a bi-weekly basis	Individuals Served	75%	Manager meeting minutes	100 %	Yes

Summary of the 2014/15 Community Housing and Shelters Outcome Results

Overall the 2 Emergency Residential Service program areas under the Congregate Care section has **achieved 3 of the 4 targets** originally set for the 2014/15 outcomes results.

Satisfaction

Goal: Re-develop the youth incentive program to promote person centeredness as well as empower youth's independence through life skills, education, and self determination.

Action Plan: Managers in collaboration with staff will recreate the new incentive program that will be based on incentives being earned through life skills and youth specific goals. The incentive program will be presented to the Youth Advisory Committee prior to being implemented. The goal will be measured through exit surveys completed by individuals served.

Complete: New incentive program was created in collaboration with management, staff teams, and youth served. Staff were trained on the new guidelines and they were implemented in the homes. Youth reported back on their satisfaction survey 52 out of 60 were satisfied with the new incentives programs.

Effectiveness

Goal: : Create Agency guidelines addressing on-going issues in the homes to promote consistency and clear protocols.

Action Plan: Milieu Managers , Clinical Director, and Executive Director will work in collaboration with MCFD and Police to create clear guidelines and protocols for on going issues in the home. Staff will be trained on all protocols, upon hiring, through professional development and annual competencies therefore promoting seamless communication and consistency for all staff to provide the most effective service delivery as possible.

Complete: Milieu Managers , Clinical Director, and Executive Director in collaboration with MCFD and Police met and identified on going issues in the homes that needed to be addressed. Protocols and guidelines in the following areas were created and all staff were trained; professional writing, guidelines for calling police and yankee 20, drugs and drug paraphernalia, house shut down, case management, incentives, roles and responsibility, self injury, sexual behaviour problems, and healthy boundaries.

Efficiency

Goal: To re-evaluate and decrease the overall amount of internal and external reporting on individuals served.

Action Plan: The management team will review our current reporting practices and eliminate any unneeded or duplicated reporting practices within our contractual requirements and CARF standards. This goal will be measured through Staff surveys

Complete: Not completed

Accessibility

Goal: Provide a more ground level therapeutic approach to individuals served by having the clinical team accessible to youth served at least bi weekly.

Action Plan: The management team will meet weekly to discuss all individuals served with the Clinical Team. The Clinical Team will make recommendations, create individualized plans, attend ICM's, as well as work one to one with youth as needed, in collaboration with the consulting physiologist.

Complete: The bench mark for this goal was to have the clinical team review at least 75 % of youth served, this goal was achieved; Management team and Clinical team met bi-weekly and discussed 100% individuals served. The Clinical team made recommendations, created individualized plans, attended ICM's, as well as work one to one with youth as needed, in collaboration with the consulting physiologist.

Community Housing and Shelters 2015/16 Strategic Planning:

Satisfaction

Goal: Increase the satisfaction of Stakeholders specific to; the implementation of new program guidelines, policies, and procedures.

Action Plan: Executive Director ,Clinical Director, and Managers will meet with with MCFD , and VACFSS for a feedback meeting. The goal will be measured by a noted increase in satisfaction reported.

Effectiveness

Goal. Increase the effectiveness support strategies and goal setting in the Individual Support Plans.

Action Plan: Managers will meet with Yisrael Shurack, Quality Assurance, to re-frame our current Individual Support Plans. The plans time frames, and support strategies need to reflect how to successfully achieve goals while living in crisis and incorporate stabilization.

Efficiency

Goal: Reduce the overall amount of preparation prior to CARF surveys, while subsequently upholding CARF's standards as an ongoing best practice.

Action Plan: Managers will review the CARF standards every July , and make appropriate changes needed to reflect the new standards. This goal will be measured by the amount of new standards put into practice within 30 days of receiving notice of change.

Accessibility

Goal: Increase the accessibility of staff to youth served.

Action Plan: Milieu Children and Family Services will create an online outreach program. This program will break down barriers and allow youth to have communication with staff, and vice versa, when they are out in the community, missing, or not ready return to the home for various reasons. This goal will be achieved when a decrease in missing persons reports are filed in a one year time frame.